

Child Care Provider Complaint Form

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| Service Area and County: | Mont. 69 |
| Provider: | Cassie Phelps |
| Address: | 109 W. Prospect St. Red Oak, IA 51566 |
| Phone: | (712) 621-7111 |
| Category: | A <input checked="" type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> *NR <input type="checkbox"/> *UR <input type="checkbox"/> |
| Date of Complaint: | 9/26/13 |
| Complaint: <i>Note: Please be complete, clear, and concise regarding what the complaint is, who did what, when, were child care children present?</i> | <p>She has an infant in the house, it doesn't matter when you come to the home he is always crying and he ignores his cries. Unless her husband is there the children never go outside, they get no outside play. She has gone off her antidepressants against doctor's orders. Some of the children are scared of her because she has rapid mood changes. Infant who is just crawling, he is the one who is always crying. The whole time reporter was there, two hours, without her addressing these cries. Cassie made a false report to become registered. Her husband has misdemeanor charge for drugs. She was denied initially but then resubmitted paperwork because she claimed he moved out. He didn't move out and is providing care to the children in the afternoons. Husband clean now. Randon Phelps. Reporter has seen bite marks on him, not sure what that was from. Some concern of possible DV. No concerns of physical abuse. She is within ratio and sticks to numbers.</p> |
| Rule Base: | |
| Other Referrals Made: <i>Note: Document acceptance status if known.</i> | CSIU <input type="checkbox"/> DIA FRAUD <input type="checkbox"/> |

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| Approved Assistants/ Substitutes: | |
| Historical Concerns or Previous Spot-Checks: | None but history of opening and closing daycare registration in KT. |
| CCA Registration Worker and Phone Number: | |